

TRANSACTION PROCESSING SYSTEMS MAINTENANCE

Abstract

A communications network can comprise a plurality of network sites, to each of
5 which a transaction terminal, a maintenance terminal, or a server may be connected. Each
transaction terminal (which may be an ATM or a point-of-sale terminal) may have at least
one service element, such as a card transport or currency bin, which is to be maintained in
operation. Intelligent agent programs may move between terminals collecting information
from or imparting information to each terminal visited. The information that is collected or
10 imparted may be used for facilitating efficient servicing or maintenance of the transaction
terminals.